



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA
Chief Executive Officer

Board of Supervisors
GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

May 28, 2010

To: All Non-Elected Department Heads

From: William T Fujioka
Chief Executive Officer

A handwritten signature in black ink, appearing to be "W. T. Fujioka", is written over the printed name and title.

SUBMISSION OF 2009-10 MAPP SELF-ASSESSMENTS AND 2010-11 MAPP GOALS

This memorandum is to provide you with specific due dates for submission of your Management Appraisal and Performance Plan (MAPP) 2009-10 Self-Assessments and 2010-11 Goals. Your 2010-11 MAPP Goals should be developed collaboratively with the input of Board Offices, Deputy Chief Executive Officers (DCEOs), and other department heads. Each department head should include a Risk Management MAPP Goal, as required by the Board of Supervisors and described in our May 22, 2009 memorandum. All MAPP goals should be written using wording that is concise, structured and specific. Determination of ratings will be based on proven results in the achievement of difficult, high priority goals. Attainment of efficiency initiatives, whether departmental, multi-departmental, or countywide, will be a major consideration in our determination. Because of the County's fiscal condition, a decision about merit adjustments will be made in the fall after the impacts of the State budget are known and the Supplemental Budget is approved.

FOR BOARD-APPOINTED DEPARTMENT HEADS:

As directed by the Board Chair, Board-appointed department heads (Executive Officer, Board of Supervisors, Auditor-Controller, Chief Executive Officer, County Counsel, and Fire) will be evaluated and have goals set by the Board. Attachment I is a calendar showing the steps and timing for your 2009-10 evaluation and 2010-11 goal approvals.

FOR ALL NON-ELECTED DEPARTMENT HEADS:

Your 2010-11 MAPP Goals will be submitted in the same manner as last year using the Performance Net, a web-based employee performance system implemented by the Department of Human Resources (DHR). In early June, you will receive a system-generated email from Performance Net notifying you to log on to the Performance Net and develop your 2010-11 MAPP Goals. The Performance Net may be accessed from the County's Intranet at <http://performancenet.lacounty.gov>.

"To Enrich Lives Through Effective And Caring Service"

**Please Conserve Paper – This Document and Copies are Two-Sided
Intra-County Correspondence Sent Electronically Only**

A significant change for this year is that your 2009-10 MAPP Evaluation will be completed using the Performance Net. During May, you will receive a system-generated email from Performance Net notifying you to log on to the Performance Net and complete your 2009-10 Self-Assessment. After you log on to the Performance Net System, you will complete and forward your self-assessment to your DCEO. Once the DCEO has finalized your evaluation in the Performance Net System, you will receive a system-generated email prompting you to log back on to the Performance Net to acknowledge receipt of your evaluation. This completes the entire Performance Net evaluation process. For those department heads who report directly to the Board of Supervisors, the CEO will transmit your Self-Assessment to the Board to do their own evaluation.

Attachment II provides step-by-step instructions for completing your 2009-10 Self-Assessment. Also included are instructions for evaluating performance. Additionally, an online web-based training course, *Performance Net Basics - For MAPP Participants* is available. The web-based training provides instruction on accessing the Performance Net, and demonstrates how to develop and manage goals, complete a self-assessment, and rate employee performance. This training complements the instructor-led classes that you may have previously taken, provides an introduction to the evaluation process, and a refresher for evaluating goals. Your departmental Human Resources can provide guidance on accessing the online training course, as well as with submitting your 2009-10 Self-Assessment and 2010-11 MAPP Goals using the Performance Net System.

Timeframes for 2009-10 Self-Assessments and 2010-11 MAPP Goals

- Department Heads' **2009-10 Self-Assessments** are due to respective DCEOs and must be completed in the Performance Net System no later than **July 7, 2010**.
- Department Heads' **2010-11 Goals** need to be discussed with Board and/or respective DCEOs and **entered into Performance Net** no later than **July 21, 2010**.

Instructions and due dates for Tier I and Tier II MAPP participants will be provided separately by DHR.

If you have any questions, please have your staff contact Deputy Chief Executive Officer, Ellen Sandt at (213) 974-1186 or esandt@ceo.lacounty.gov.

WTF:BC:
ES:cg

c: Each Supervisor

Attachments (2)

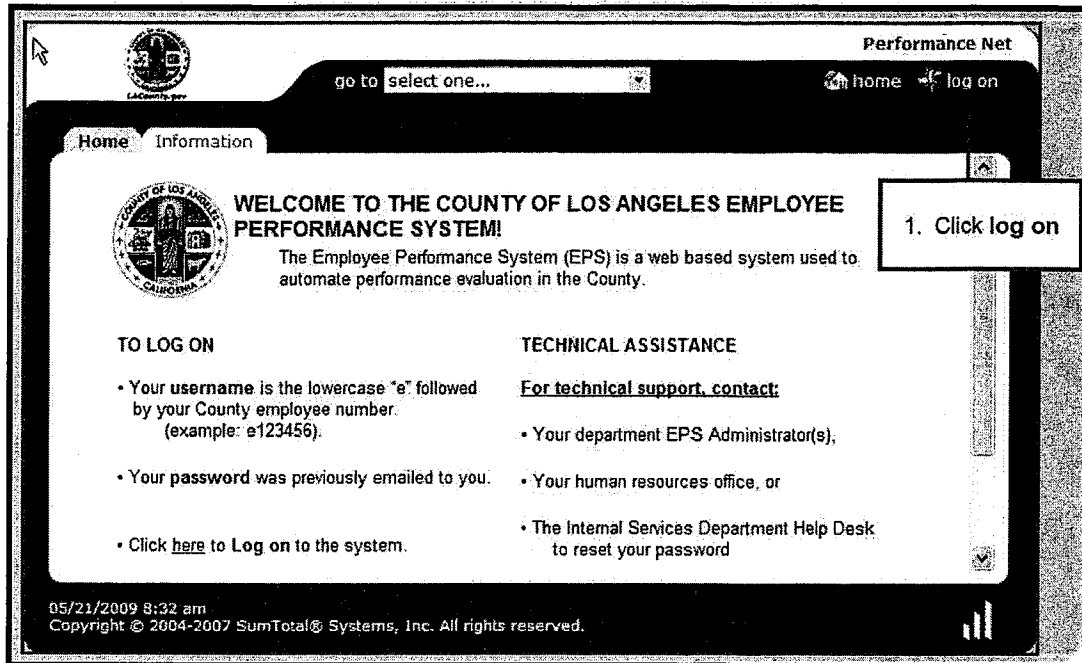
BOARD-APPOINTED DEPARTMENT HEAD MAPP GOALS – TIMELINE

<u>Deadline</u>	<u>Activity</u>
June 3, 2010	Department heads must contact SD1 no later than June 3, 2010 to schedule 2010-11 goal discussion meetings with Avianna Uribe.
Mid-June, 2010	<p>SD 1 (Avianna), department heads and Cluster DCEO (in an advisory capacity) meet to discuss proposed 2010-11 goals.</p> <ul style="list-style-type: none"> ○ At this meeting, each department head should be prepared to discuss his/her proposed goals and how those goals tie into major policy decisions which the BOS has directed to be implemented, the County's Strategic Plan and the department's own business/work plan.
Mid-June through July 15, 2010	The Board develops (if needed) and approves 2010-11 goals for each department head.
July 7, 2010	Department heads enter 2009-10 self-assessments into the MAPP system (also known as Performance Net). CEO transmits self-assessments to the Board.
July 16, 2010	SD 1 (Avianna) will contact each department head no later than July 16, 2010 regarding his/her approved goals for 2010-11.
July 21, 2010	Department heads must enter approved 2010-11 goals into the MAPP system.
August 4, 2010	<p>The Board/SD 1 completes the following by August 4, 2010:</p> <ul style="list-style-type: none"> a. Written evaluation of each department head for 2009-10. b. Met with/given evaluation to department head. c. Provided evaluation to CEO to input into the MAPP system.
August 6, 2010	<p>CEO must input the evaluations into the MAPP system.</p> <p>Department heads must sign off electronically in the MAPP system that they have received their evaluation.</p>
January through February, 2011	Interim performance reviews recommended to be done by the Board approximately mid-year to provide an opportunity to give feedback on performance and to revise goals if needed.

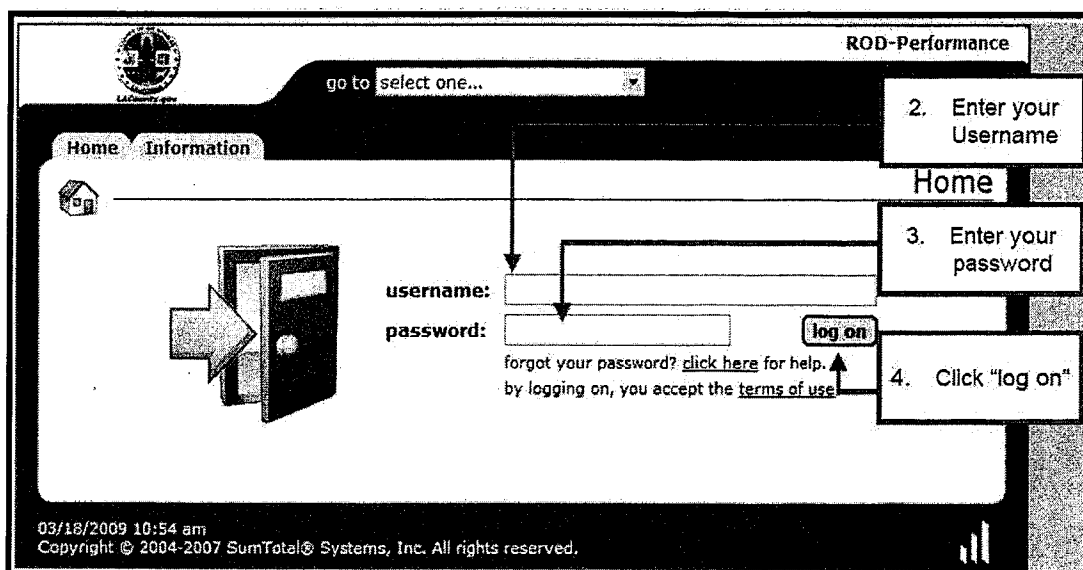
PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

LOG ON TO THE SYSTEM

1. After accessing the Performance Net website at <http://performancenet.lacounty.gov>, click on the **log on** icon located on the top-right corner of the Performance Net screen.



2. Enter your Username (Your username is a lowercase "e" followed by your six-digit County employee number.)
3. Enter your password
4. Click "log on"



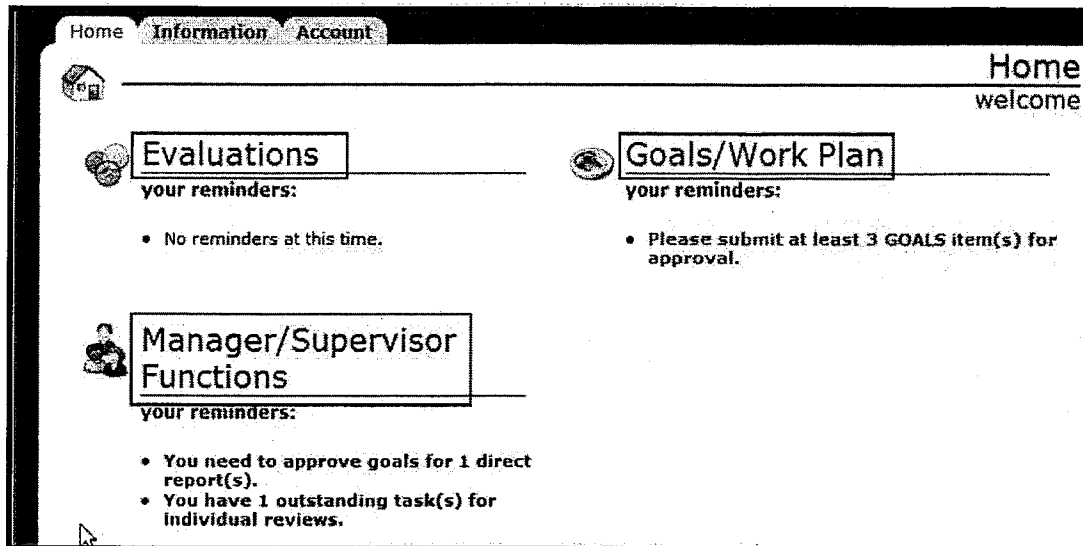
PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

LOG ON TO THE SYSTEM (cont'd)

Home Page

The Home page consists of three sections:

- Evaluations: This section allows you to view, print, and sign current and past performance evaluations.
- Goals/Work Plan: This section allows employees to view Goals or Performance Work Plans.
- Manager/Supervisor Functions: This section allows you to evaluate and document employee performance.

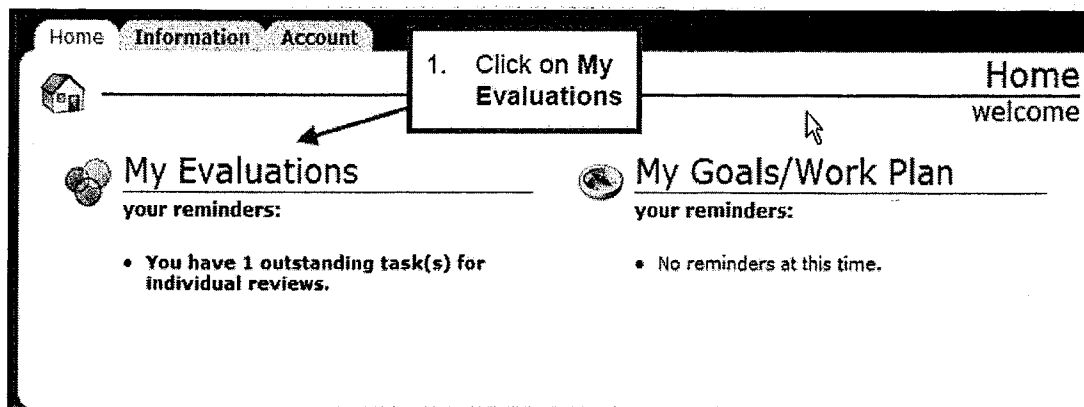


COMPLETE SELF-ASSESSMENT

MAPP employees will be able to complete, print, and forward their Self-Assessment using the Performance Net. At the end of the rating period, the system will send an email to Participants reminding them to complete their Self-Assessment. In addition, when they log on to the system, they will see a reminder under My Evaluations.

To Complete a Self Assessment:

1. Click on My Evaluations.



PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

COMPLETE SELF-ASSESSMENT (cont'd)

The Overview page displays information about pending tasks and upcoming deadlines. On this page, Participants will see a list of current MAPP evaluation reports and Self-Assessment tasks.

- Click on "You have a task for: _____ (Self-Assessment)."

- Click on "Click here to Complete your Self-Assessment...." Participants will access the Self-Assessment form.

Here, Participants are required to document the results of all their MAPP goals.

- To document results, click on the text box located below each goal.
- To access progress notes, click on the "Writing Assistant." In the "Writing Assistant" window, Participants can click on "insert" to add the goal statement, progress notes, or manager notes directly to the comments field.

PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

COMPLETE SELF-ASSESSMENT (cont'd)

On the Behaviors page, Participants may chose to enter comments in the text field.

6. To enter comments, click on the text box located below each behavior.

Click the **next page** button to proceed to the "Other Accomplishments" section.

Behaviors

1: COMPLIANCE WITH COUNTY POLICIES AND BOARD DIRECTIVES Complies with County policies and procedures including 1) implementation and effective management of risk management, loss prevention, workers' compensation and environmental and occupational health and safety programs and full conformance with Department Corrective Action Plans; 2) employment discrimination complaint process; 3) 100% compliance in completing performance evaluations on all employees who are due evaluations during the rating period; 4) participation in the County Poll Worker program during an election conducted during the rating period; and 5) new and existing contract and contract monitoring policies and procedures, including the prohibition against retroactive contracts.

Specific behaviors:
n/a

More Information

6. Enter comments as needed

7. To enter additional comments or accomplishments, click inside the text box.

Click the **next page** button to proceed to the "Summary Page."

Other Accomplishments

Please use the space below to enter any significant accomplishments not accounted for in the rest of the review.

I received a Productivity Award from the Southern California of Human Resources Management Committee.

7. Enter other accomplishments

Writing Assistant

Using these buttons automatically saves your work.
You can [click here](#) to save without leaving the page.

previous page **finish later** **next page**

PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

COMPLETE SELF-ASSESSMENT (cont'd)

8. Click **spell check** to proofread work
9. Click **legal minder** to check for inappropriate language
10. Click **finish** to go back to the instruction page

Summary Page

This page provides a brief summary of the feedback you have provided on this assessment. If any problems or issues are indicated by the summary, you may go back to into the assessment at any time by clicking on the page dropdown above. You can also go directly back to the [beginning of the review](#) or go to the [first incomplete page](#).

Percent Complete
You have completed 13 of the 13 assessment items on this review (100%).

Comment Summary
You have provided comments on 13 of the 13 assessment items that allowed comments.

Feedback Ratio: 100%

Average Comment Length: 19 words

spell check
Click the button above to check all of your feedback for spelling errors.

legal minder
Click the button above to check all of your feedback for inappropriate language.

Using these buttons automatically saves your work. You can [click here](#) to save without leaving the page.

[previous page](#) [finish](#)

8. Click **spell check**

9. Click **legal minder**

10. Click **finish**

Once the Self-Assessment is 100% complete, Participants can forward the Self-Assessment to the supervisor.

11. Click on "Click here to FORWARD the Self-Assessment to your manager." The system will send an automatic email to the supervisor.

2009-10 MAPP Annual Report ▼

Evaluation Details - MAPP - ANNUAL REPORT

1. CURRENT STEP: SELF-ASSESSMENT
The Self-Assessment must be specific and must include a description of how each goal was accomplished.

During this step you can:

- ➔ Click here to COMPLETE your Self-Assessment (currently 100% complete).
- ➔ Click here to VIEW/PRINT your Self-Assessment.

2. NEXT STEP:
➔ Click here to FORWARD the Self-Assessment to your manager.

11. Submit your self-assessment

RATE EMPLOYEE PERFORMANCE

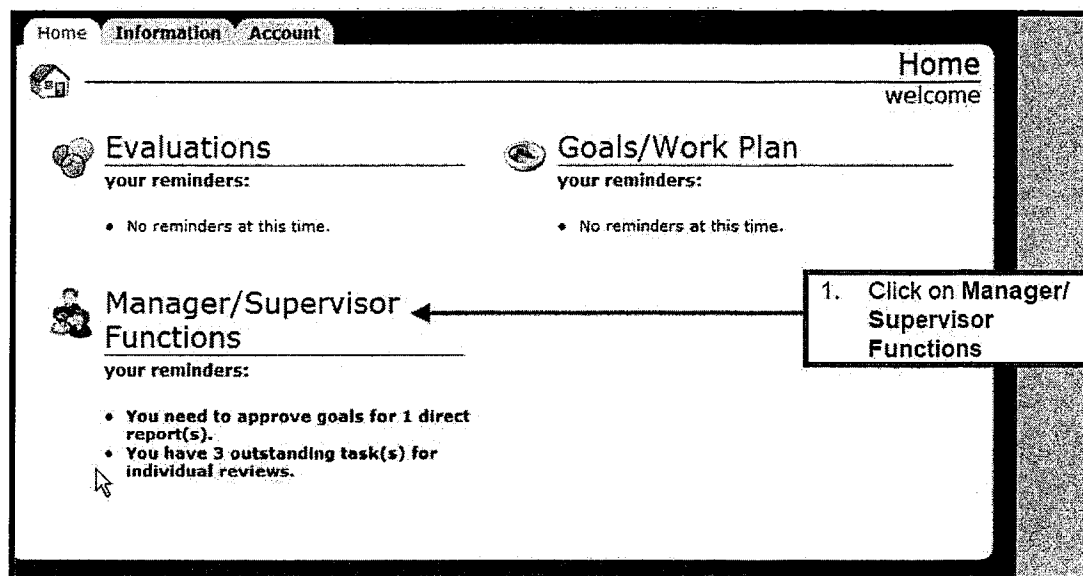
Once the Participant submits and forwards his/her Self-Assessment in the system, the supervisor will receive an email asking him/her to log on to the system and rate the Participant. In addition, the supervisor will receive a reminder under **Manager/Supervisor Functions** when he/she logs on to the system.

PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

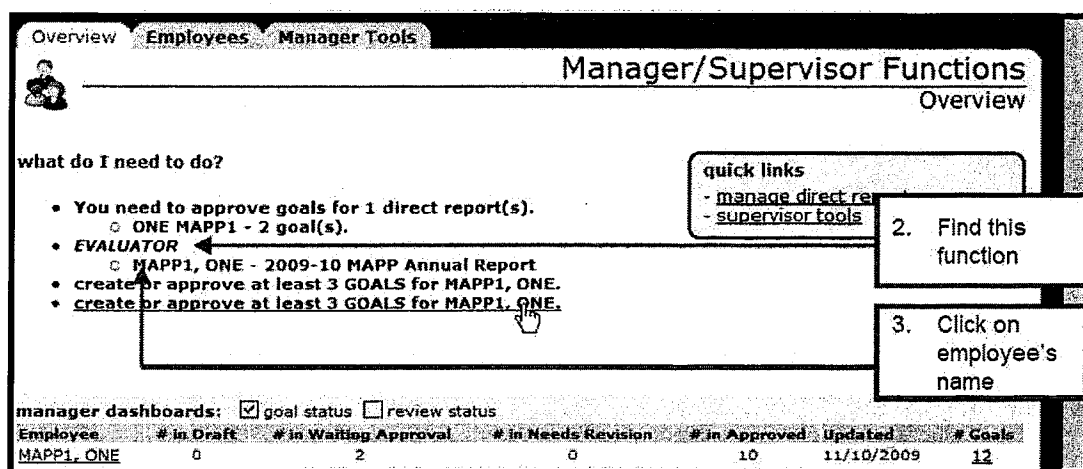
RATE EMPLOYEE PERFORMANCE (cont'd)

To Rate the MAPP Participant:

1. Click on the **Manager/Supervisor Functions** to access all the reminders. The supervisor will access the Overview page.



2. To open the rating form, find the function called **EVALUATOR**.
3. Click directly on the employee's name.



PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

RATE EMPLOYEE PERFORMANCE (cont'd)

4. Click on "Click here to EVALUATE employee..." to access the Ethics section.

2009-10 MAPP Annual Report

Evaluation Details - MAPP - ANNUAL REPORT

1. CURRENT STEP: EVALUATOR

The evaluator reviews the Participant's Self-Assessment in achieving goals and behaviors, and completes the evaluation report.

During this step you can:

- ⇒ Click here to VIEW/PRINT the employee's Self-Assessment.
- ⇒ Click here to RETURN the Self-Assessment to the employee for revisions (comment is required).
- ⇒ Click here to EVALUATE employee (currently 0% complete).
- ⇒ Click here to VIEW/PRINT the MAPP Evaluation Report.

2. NEXT STEP:

- ⇒ Click here to ELECTRONICALLY SIGN and FORWARD the evaluation report to the Department Head/Designee (comment is optional).
- ⇒ If you are the final approval, click here to ELECTRONICALLY SIGN and FORWARD the evaluation report to the employee for discussion.

4. Click on the task

The **Ethics** section is rated a *Pass* or *Fail*. If Ethics is a Fail, please cease evaluation and contact your departmental Human Resources Manager before proceeding.

If Ethics is a *Pass*:

- Click on the **Pass** radio button.
- If you choose to enter comments, click inside the text box.
- Click on **Writing Assistant** to access your performance logs.

Percent Complete - 6%

Page 1 of 8

Ethics

Instills mutual trust and confidence; supports a culture that fosters high standards of conduct; behaves in a fair and ethical manner towards others, and demonstrates a sense of organizational responsibility and commitment to maintaining public trust.

Fail Pass

Comment (required) (Click for Writing Assistant)

5. Rate the Ethics Section

6. Enter comments as needed

7. Access the performance logs

PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

RATE EMPLOYEE PERFORMANCE (cont'd)

On the **Goals** page, supervisors must rate each goal using a one (1) to five (5) rating scale.

8. Click any radio button to assign a numerical rating to a goal.
9. For any rating above or below *Met Expectations*, supervisors must provide justification to support the rating. Click inside the text box to enter comments.
10. Click on the **Writing Assistant** link to access performance logs, employee progress notes, and manager feedback notes.

Click **Next** to proceed to the overall rating for the Goals section.

Goals

1: By June 30, 2009, develop and implement cross-training programs between the Performance Management Section and the Learning Academy for 5 incumbents who will be assigned to perform multiple functions in the service center opening in June 2009, to improve overall department efficiency.

Stretch Goal: Y

More Information

(1) Failed to Meet Expectations	(2) Needs Improvement Meeting Expectations	(3) Met Expectations	(4) Exceeded Expectations	(5) Far Exceeded
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Comment (required above: (3) Met Expectations, below: (3) Met Expectations) **(Writing Assistant)**

Mr. Bauer developed and implemented two programs for the Performance Management and the Learning Academy sections. Even while understaffed, he successfully trained five employees to perform a variety of service center duties. These employees effectively answer questions for these two programs.

Callouts:
 8. Rate goals
 9. Access the performance logs
 10. Enter comments as needed

On this page, supervisors will see a calculated score for the Goals section. They may choose to recalculate this section by clicking on the **Back** button.

11. To proceed to the **Behaviors** section, click the **Next** button. The system will automatically save the current section.

SECTION 2: GOALS - OVERALL RATING

Calculated Score: 3.33

11. Click Next

This is the overall rating for the Goals section.

Using these buttons automatically saves your work. You can [click here](#) to save without leaving the page.

Back **Next**

PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

RATE EMPLOYEE PERFORMANCE (cont'd)

On the **Behaviors** page, supervisors must rate each behavior using a five-point rating scale.

12. Click any radio button to assign a numerical rating to a behavior.
13. For any rating above or below *Met Expectations*, supervisors must provide justification to support the rating. Click inside the text box to enter comments.
14. Click on the **Writing Assistant** link to access performance logs, employee progress notes, and manager feedback notes.

Click **Next** to proceed to the overall rating for the Behaviors section.

Behaviors

COMPLIANCE WITH COUNTY POLICIES AND BOARD DIRECTIVES Complies with County policies and procedures including 1) implementation and effective management of risk management, loss prevention, workers' compensation and environmental and occupational health and safety programs and full conformance with Department Corrective Action Plans; 2) employment discrimination complaint process; 3) 100% compliance in completing performance evaluations on all employees who are due evaluations during the rating period; 4) participation in the County Poll Worker program during an election conducted during the rating period; and 5) new and existing contract and contract monitoring policies and procedures, including the prohibition against retroactive contracts.

Specific behaviors:
n/a

More Information

(1) Failed to Meet Expectations	(2) Needs Improvement Meeting Expectations	(3) Met Expectations	(4) Exceeded Expectations	(5) Far Exceeded Expectations
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Comment (required above: (3) Met Expectations, below: (3) Met Expectations) (Writing Assistant)

Jack has an exceptional knowledge of County contracts regulations. He demonstrated this knowledge during his negotiations with the Department of Human Resources. Jack can be relied upon to take initiative and is resourceful in seeking assistance in overcoming any problems.

13. Rate Behaviors

14. Access the performance logs

15. Enter comments as needed

On this page, supervisors will see a calculated score for the Behaviors section. They may choose to recalculate this section by clicking on the **Back** button.

15. To proceed to the **Other Accomplishments** section, click the **Next** button. The system will automatically save the current section.

SECTION 3: BEHAVIORS - OVERALL RATING

Calculated Score: 4.22

15. Click Next

This is the overall rating for the Behaviors section.

Using these buttons automatically saves your work. You can [click here](#) to save without leaving the page.

Back **Next**

PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

RATE EMPLOYEE PERFORMANCE (cont'd)

On this page, supervisors may choose to enter other accomplishments or performance-based comments for the rating period.

16. Click inside the text box to enter other accomplishments or comments.

Click **Next** to proceed to the Final Performance Rating section.

OTHER ACCOMPLISHMENTS

State any other accomplishments for this rating period, and add any other performance-related comments as necessary.

Comments are optional for this section.

I

←

16. Enter other accomplishments

Writing Assistant

In this section, supervisors will see the Final Performance Rating score for the entire evaluation. The system calculates this score by adding the section ratings from the Goals section and Behaviors section, and dividing by two. The score is rounded to the nearest whole number.

17. Click **Next** to proceed to the Summary Page.

FINAL PERFORMANCE RATING

Calculated Overall Score

(Rating Locked)

(1) Failed to Meet Expectations	(2) Needs Improvement Meeting Expectations	(3) Met Expectations	(4) Exceeded Expectations	(5) Far Exceeded Expectations
			⊕	

This is the overall rating for this rating period. Please note that this calculation is based on the total scores from Section 1: Goals and Section 2: Behaviors.

Using these buttons automatically saves your work. You can [click here](#) to save without leaving the page.

Back

Next

17. Click Next

PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

RATE EMPLOYEE PERFORMANCE (cont'd)

18. Click **spell check** to check the entire evaluation for spelling errors.
19. Click **legal minder** to check for inappropriate language.
20. Click **finish**, which takes you to the "Evaluation Details" page where you started the evaluation process.

Summary Page

This page provides a brief summary of the feedback you have provided on this assessment. If any problems or issues are indicated by the summary, you may go back to into the assessment at any time by clicking on the page dropdown above. You can also go directly back to the [beginning of the review](#) or go to the [first incomplete page](#).

Percent Complete
You have completed 17 of the 17 assessment items on this review (100%).

Comment Summary
You have provided comments on 11 of the 14 assessment items that allowed comments.

Feedback Ratio: 79%

Average Comment Length: 1 words

spell check
Click the button above to check all of your feedback for spelling errors.

legal minder
Click the button above to check all of your feedback for inappropriate language.

Using these buttons automatically saves your work. You can [click here](#) to save without leaving the page.

[previous page](#) [finish](#)

18. Click **spell check**

19. Click **legal minder**

20. Click **finish**

PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

RATE EMPLOYEE PERFORMANCE (cont'd)

Once the evaluation is 100% complete, supervisors can forward the evaluation to the Department Head/Designee for approval.

TO FORWARD EVALUATION TO DEPARTMENT HEAD/DESIGNEE FOR FINAL APPROVAL:

21. (a) Click on "Click here to ELECTRONICALLY SIGN and FORWARD the evaluation report to the Department Head/Designee." A comment box will appear. Comments are optional.

The Performance Net will automatically send an email to the Department Head/Designee for his/her approval. *Refer to Approve MAPP Evaluation instructions on page 13.*

IF YOU ARE THE FINAL APPROVAL (YOU ARE THE DEPARTMENT HEAD/DESIGNEE):

21. (b) Click on "If you are the final approval, click here to ELECTRONICALLY SIGN and FORWARD the evaluation report to the employee for discussion."

The Performance Net will automatically send an email to the Participant stating that he/she may log on to the Performance Net to acknowledge that he/she had a meeting with his/her manager to discuss the performance evaluation and received the final rating. *Refer to Acknowledge Receipt of Evaluation instructions on page 14.*

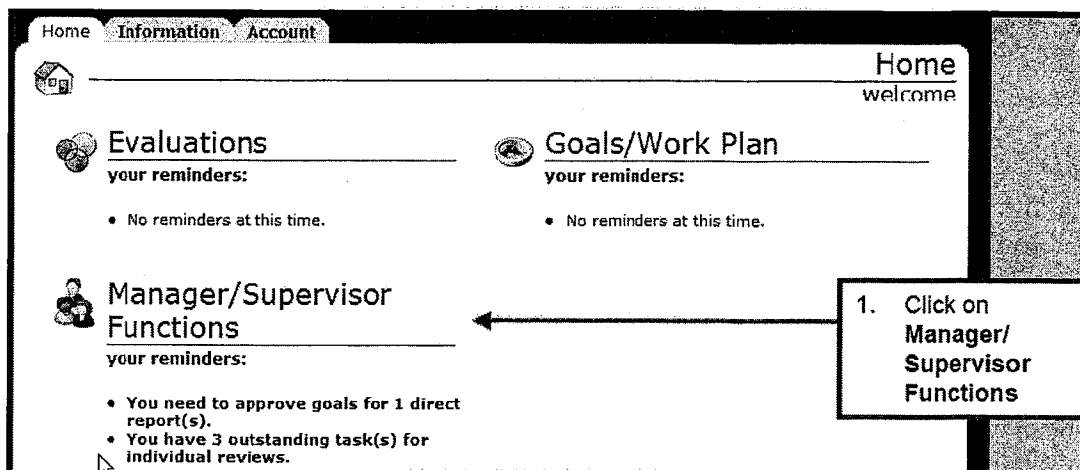
Evaluation Details - MAPP - ANNUAL REPORT	
<p>1. CURRENT STEP: EVALUATOR</p> <p>The evaluator reviews the Participant's Self-Assessment in achieving goals and behaviors, and completes the evaluation report.</p> <p>During this step you can:</p> <ul style="list-style-type: none"> ➔ Click here to VIEW/PRINT the employee's Self-Assessment. ➔ Click here to RETURN the Self-Assessment to the employee for revisions (comment is required). ➔ Click here to EVALUATE employee (currently 100% complete). ➔ Click here to VIEW/PRINT the MAPP Evaluation Report. <p>2. NEXT STEP:</p> <ul style="list-style-type: none"> ➔ Click here to ELECTRONICALLY SIGN and FORWARD the evaluation report to the Department Head/Designee (comment is optional). ➔ If you are the final approval, click here to ELECTRONICALLY SIGN and FORWARD the evaluation report to the employee for discussion. 	<p>21(a). Submit to Dept. Head or Designee for final approval</p> <p>OR</p> <p>21(b). Click here if you are the FINAL APPROVAL</p>

PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

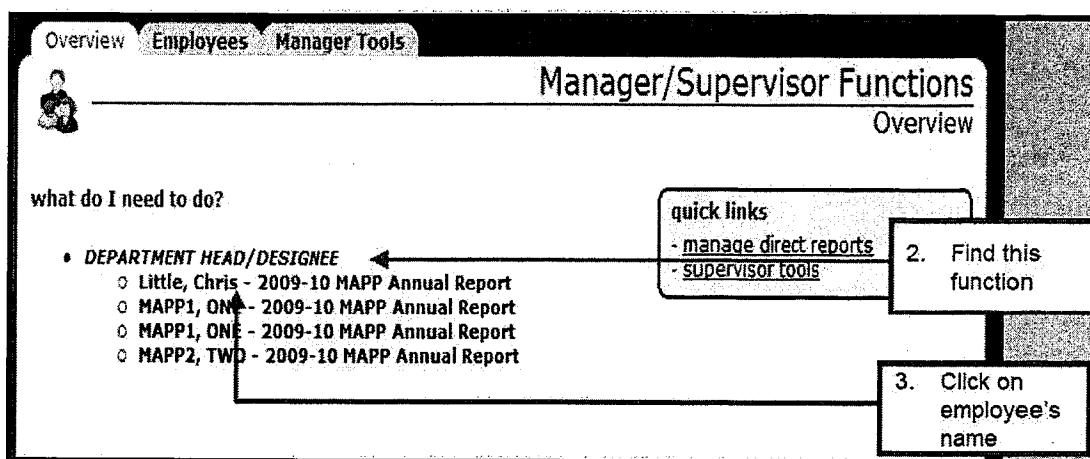
APPROVE MAPP EVALUATIONS

To Approve MAPP Evaluations:

1. Click on the **Manager/Supervisor Functions** to access all the reminders. You will access the Overview page.



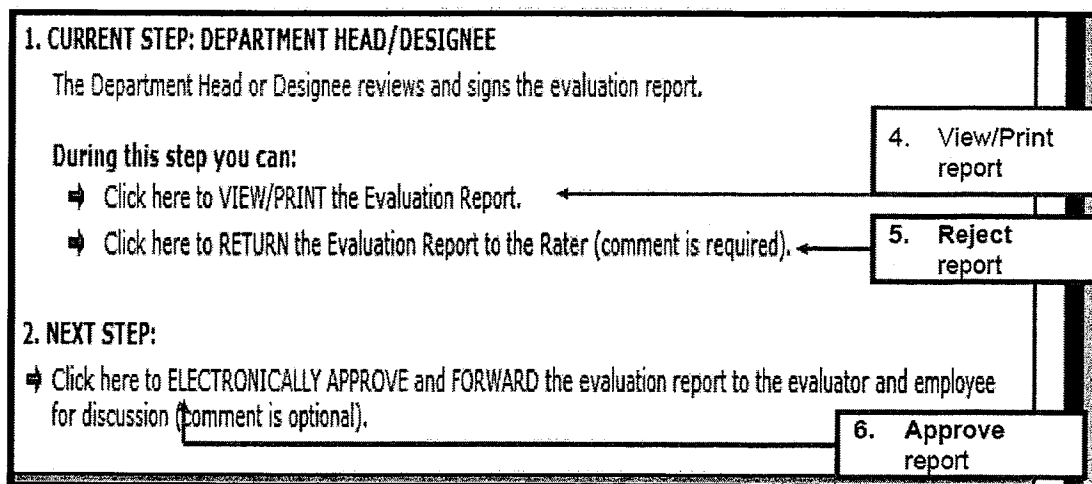
2. Locate the function called **DEPARTMENT HEAD/DESIGNEE**.
3. Click directly on the employee's name.



PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

APPROVE MAPP EVALUATIONS (cont'd)

4. Review the evaluation report by clicking on, "Click here to View/Print the Evaluation Report."
5. To **reject** and return the report to the Evaluator, select "Click here to RETURN...." A pop-up comment box appears. Here, you may enter your instructions to the supervisor. Next, click on the "Submit" button. The system will notify the supervisor that he or she needs to revise the evaluation report.
6. To **approve and electronically sign** the report, select "Click here to ELECTRONICALLY APPROVE and FORWARD the evaluation report...." A pop-up comment box appears where you may choose to enter your final comments. Click on the "Submit" button to electronically sign the form. The system will notify the supervisor to discuss the rating with the employee.

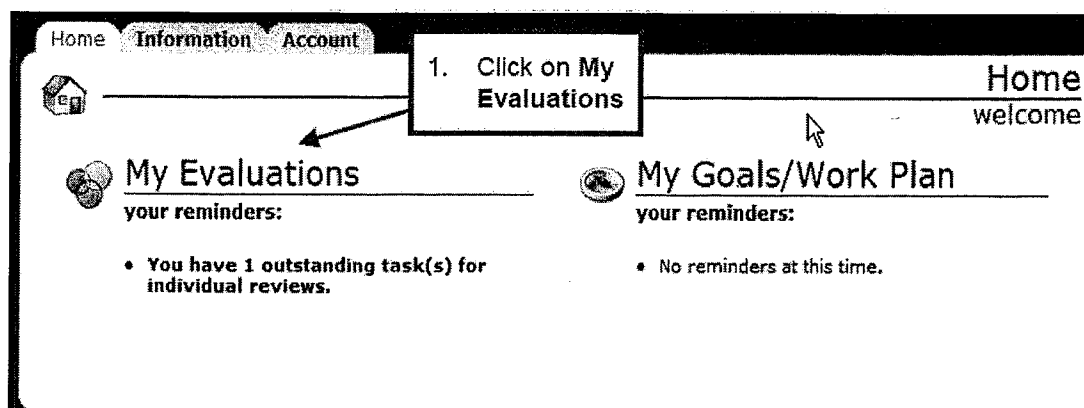


ACKNOWLEDGE RECEIPT OF EVALUATION

After the MAPP Evaluation is electronically approved by the Department Head/Designee, the system will send an email to you (the MAPP participant), notifying you that your manager finalized your performance evaluation and forwarded it to you for acknowledgement. After you have discussed your evaluation with your manager, log on to the Performance Net to acknowledge receipt of the evaluation. This will complete the entire evaluation process.

To Complete the Evaluation:

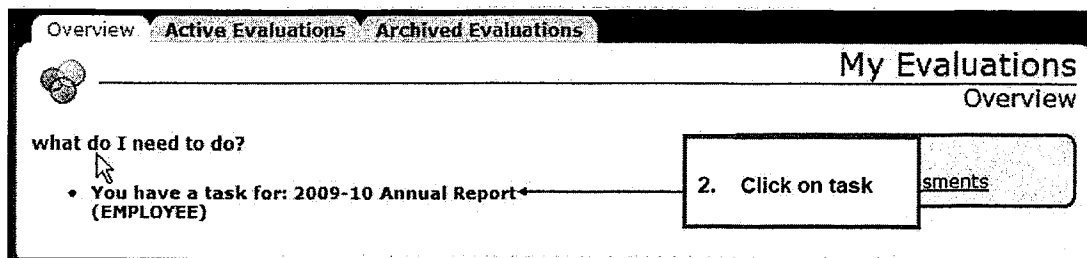
1. Click on My Evaluations.



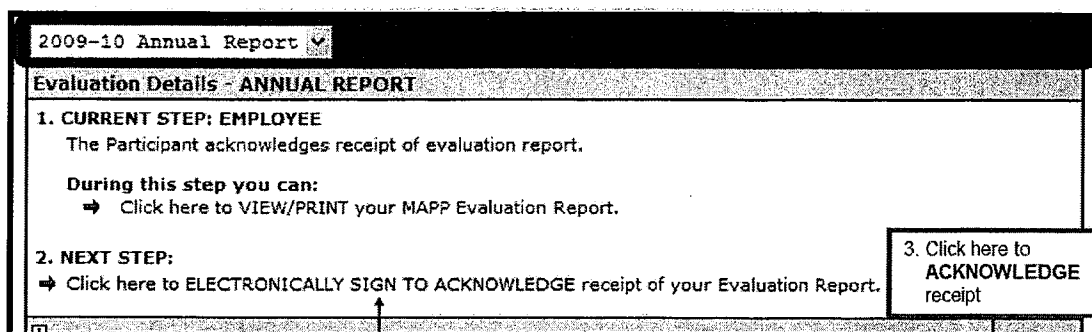
PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

ACKNOWLEDGE RECEIPT OF EVALUATION (cont'd)

2. Click on "You have a task for: _____ (Employee)."



3. Click on "Click here to ELECTRONICALLY SIGN TO ACKNOWLEDGE receipt of your Evaluation Report."

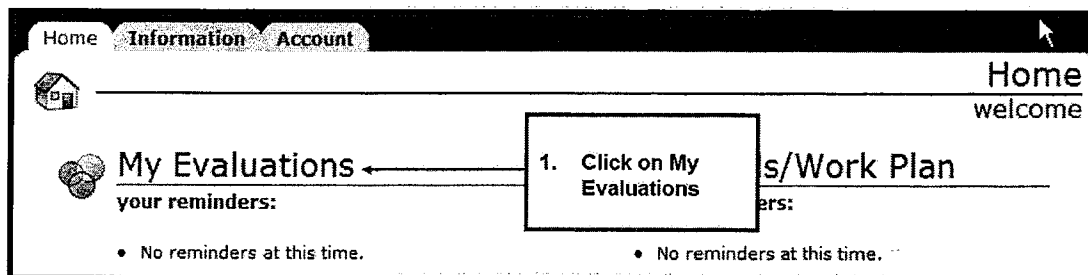


This completes the MAPP evaluation process.

VIEW/PRINT COMPLETED EVALUATION

To view your completed MAPP Evaluation Report, log on to the Performance Net and:

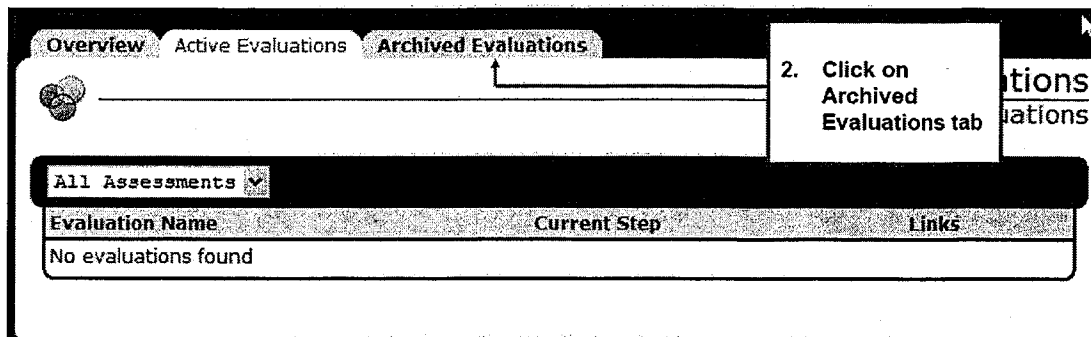
1. Click on My Evaluations.



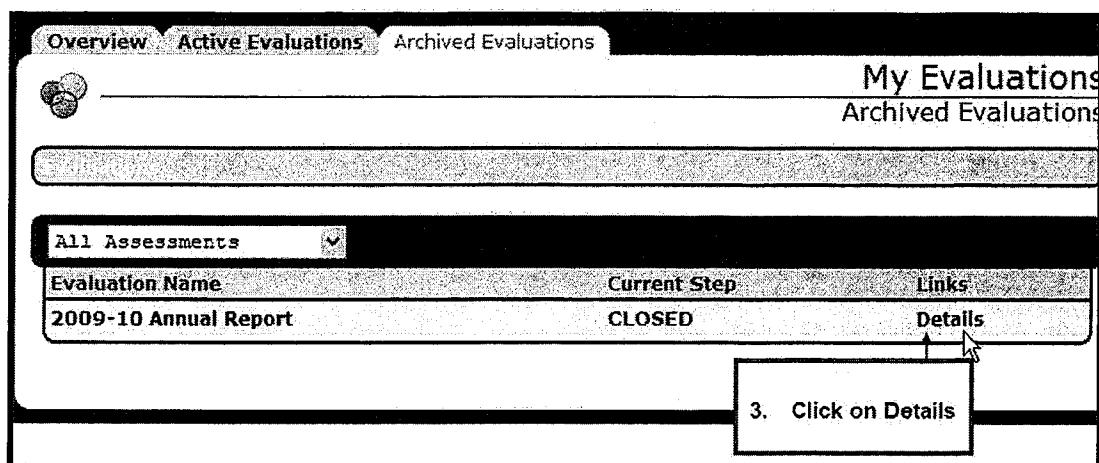
PERFORMANCE NET STEP-BY-STEP INSTRUCTIONS

VIEW/PRINT COMPLETED EVALUATION (cont'd)

2. Click on Archived Evaluations tab.



3. Click on Details.



4. Click on "Click here to VIEW/PRINT the Evaluation Report."

